SONY

VAIO® Computer Quick Start

PCG-FRV Series

Contents

Notice to Users 5

Setting Up 13

Unpacking Your Computer 14
Applying Ergonomics 15
Locating Controls and Ports 16

Getting Started 21

Turning On Your Computer 22
Using the Touch Pad 26
Registering Your Computer 27
Locating Your VAIO Computer User Guide 28
Setting Up A Dial-Up Connection 30
Turning Off Your Computer 31

Expanding Your Computing Power 33

Upgrading Memory 34
Locating Preinstalled Programs 34

Caring for Your Computer 35

Storing Your Computer 36
Using Cables and Connections 36

Cleaning Your Computer 37
Handling the LCD Screen 37

VAIO Recovery Options 39

About Recovery Options 40
About the Recovery Media Kit 42
Using the VAIO Recovery Wizard 46

Troubleshooting 55

Troubleshooting Your Computer 56
Troubleshooting the LCD Screen 59
Troubleshooting the Mouse and Touch Pad 59
Support Options 62

Index 65

Notice to Users

© 2003 Sony Electronics Inc. All rights reserved. This manual and the software described herein, in whole or in part, may not be reproduced, translated, or reduced to any machine-readable form without prior written approval.

SONY ELECTRONICS INC. PROVIDES NO WARRANTY WITH REGARD TO THIS MANUAL, THE SOFTWARE, OR OTHER INFORMATION CONTAINED HEREIN AND HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE WITH REGARD TO THIS MANUAL, THE SOFTWARE, OR SUCH OTHER INFORMATION. IN NO EVENT SHALL SONY ELECTRONICS INC. BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, WHETHER BASED ON TORT, CONTRACT, OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THIS MANUAL, THE SOFTWARE, OR OTHER INFORMATION CONTAINED HEREIN OR THE USE THEREOF.

Sony Electronics Inc. reserves the right to make any modification to this manual or the information contained herein at any time without notice. The software described herein is governed by the terms of a separate user license agreement.

This product contains software owned by Sony and licensed by third parties. Use of such software is subject to the terms and conditions of license agreements enclosed with this product. Some of the software may not be transported or used outside the United States. Software specifications are subject to change without notice and may not necessarily be identical to current retail versions.

Updates and additions to software may require an additional charge. Subscriptions to online service providers may require a fee and credit card information. Financial services may require prior arrangements with participating financial institutions.

As an ENERGY STAR® Partner, Sony Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment such as computers, displays, printers, facsimiles and copiers. Their standards and logos are uniform among participating nations. ENERGY STAR is a U.S. registered mark.

Sony, DVgate, Handycam, i.LINK, Mavica, MagicGate™ Memory Stick, Memory Stick, MovieShaker, VAIO, and the VAIO logo are trademarks of Sony Corporation. Microsoft, Windows Media, Windows, Windows NT, and the Windows logo are registered trademarks of Microsoft Corporation. Intel, SpeedStep, and Pentium are trademarks or registered trademarks of Intel Corporation. PS/2 is a registered trademark of IBM. Acrobat Reader, Photoshop, Photoshop Elements, and Premiere are trademarks of Adobe Systems Incorporated. PowerPanel is a trademark of Phoenix Technologies Ltd.

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited. i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other. Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, confirm their operating system compatibility and required operating conditions. All other trademarks are trademarks of their respective owners.

End User / Product Activation Requirements

Certain software product(s) included with this computer may include features such as copy protection and content management technology. Use of the software product(s) requires agreement to applicable end user agreements and full compliance with applicable product activation procedures. Product activation procedures and privacy policies will be detailed during initial launch of the software product(s), or upon certain reinstallations of the software product(s) or reconfiguration of the computer, and may be completed by Internet or telephone (toll charges may apply).

Owner's Record

The model number and serial number are located on the bottom of your Sony VAIO® computer. Record the model and serial numbers in the space provided here, and keep in a secure location. Refer to the model and serial numbers when you call your Sony Service Center.
Model Number: PCG-9J1L, PCG-9J2L, PCG-9J3L
Serial Number:_____

Safety Information

WARNING

- ❑ To prevent fire or shock hazard, do not expose your computer to rain or moisture.
- ❑ To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.
- ❑ Never install modem or telephone wiring during a lightning storm.
- ❑ Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

- Never touch uninsulated telephone wire or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using the modem during an electrical storm.
- Do not use the modem or a telephone to report a gas leak in the vicinity of the leak.
- A socket outlet should be as close as possible to the unit and easily accessible.
- i.LINK, PC Card, and USB connectors are not supplied with Limited Power Sources.

To change the backup battery, please contact your nearest Sony Service Center.

Caution: The use of optical instruments with this product will increase eye hazard. As the laser beam used in this product is harmful to the eyes, do not attempt to disassemble the cabinet. Refer servicing to qualified personnel only.

(For CD-RW/DVD Combo Drive, CD-ROM drive, DVD-ROM drive) Danger: Visible and invisible laser radiation when open. Avoid direct exposure to beam.

Caution: To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.

AVERTISSEMENT

- Pour prévenir tout risque d'incendie ou d'électrocution, garder cet appareil à l'abri de la pluie et de l'humidité.
- Pour prévenir tout risque d'électrocution, ne pas ouvrir le châssis de cet appareil et ne confier son entretien qu'à une personne qualifiée.
- Ne jamais effectuer l'installation de fil modem ou téléphone durant un orage électrique.
- Ne jamais effectuer l'installation d'une prise téléphonique dans un endroit mouillé à moins que la prise soit conçue à cet effet.
- Ne jamais toucher un fil téléphonique à découvert ou un terminal à moins que la ligne téléphonique n'ait été débranche de l'interface réseau.
- Soyez très prudent lorsque vous installez ou modifiez les lignes téléphoniques.
- Évitez d'utiliser le modem durant un orage électrique.
- N'utilisez pas le modem ni le téléphone pour prévenir d'une fuite de gaz quand vous êtes près de la fuite.
- L'appareil doit être le plus près possible d'une prise murale pour en faciliter l'accès.
- Des connecteurs i.LINK, PC Card, et USB ne sont pas fournis avec des Sources d'Énergie Limitées.

Pour changer la pile de rechange, veuillez contacter votre centre de service Sony le plus près.

Avertissement: L'utilisation d'instruments optiques avec ce produit augmente les risques pour les yeux. Puisque le faisceau laser utilisé dans ce produit est dommageable pour les yeux, ne tentez pas de désassembler le boîtier. Adressez-vous à un agent de service qualifié.

(Pour le lecteur Combo de CD-RW/DVD, le lecteur CD-ROM, le lecteur DVD-ROM) Danger: Radiation laser visible et invisible si ouvert. Évitez l'exposition directe au faisceau.

Attention : Afin de réduire les risques d'incendie, n'utilisez qu'un cordon de communication NO. 26 AWG ou plus gros.

If you have questions about this product, you can write to the Sony Customer Information Service Center at 12451 Gateway Blvd., Ft. Myers, FL 33913 or find Sony Customer Service on the Web at: http://www.sony.com/pcsupport.

Regulatory Information

Declaration of Conformity

Trade Name:	Sony
Model No.:	PCG-9J1L PCG-9J2L PCG-9J3L
Responsible Party:	Sony Electronics Inc.
Address:	680 Kinderkamack Road Oradell, NJ 07649
Telephone: (For FCC-related matters only.)	201-930-6972

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be

determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ❑ Reorient or relocate the receiving antenna.
- ❑ Increase the separation between the equipment and the receiver.
- ❑ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications to the computer not expressly approved in this manual could void your authority to operate this equipment.

Only peripherals (computer input/output devices, terminals, printers, etc.) that comply with FCC Class B limits may be attached to this computer product. Operation with non-compliant peripherals is likely to result in interference to radio and television reception.

All cables used to connect peripherals must be shielded and grounded. Operation with cables connected to peripherals that are not shielded and grounded may result in interference to radio and television reception.

FCC Part 68

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this information must be provided to the telephone company.

This modem uses the USOC RJ11C telephone jack.

A telephone plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA.

The REN is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact 1-888-4-SONY-PC (1-888-476-6972), or write to the Sony Customer Information Service Center, One Sony Drive, Park Ridge, NJ 07656. Repair of this equipment should be made only by a Sony Service Center or Sony authorized agent. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm

equipment, consult your telephone company or a qualified installer.

Use a surge arrestor to protect against electrical surges.

Telephone Consumer Protection Act of 1991 (United States)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including FAX machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your facsimile machine, see your fax software documentation.

Telephone Consumer Guidelines (Canada)

Please refer to your telephone directory under 'Privacy Issues' and/or 'Terms of Service.' For more detailed information, please contact:

CRTC
Terrasses de la Chaudière, Tour centrale
1 promenade du Portage, 5 étage Hull
PQ K1A 0N2.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

RECYCLING LITHIUM ION BATTERIES

RECYCLING LITHIUM-ION BATTERIES

Lithium-Ion batteries are recyclable.

You can help preserve our environment by returning your used rechargeable batteries to the collection and recycling location nearest you.

For more information regarding recycling of rechargeable batteries, call toll free 1-800-822-8837, or visit http://www.rbrc.org/.

Caution: Do not handle damaged or leaking Lithium-Ion batteries.

RECYCLAGE DES ACCUMULATEURS AUX IONS DE LITHIUM

RECYCLAGE DES ACCUMULATEURS AUX IONS DE LITHIUM

Les accumulateurs aux ions de lithium sont recyclables.

Vous pouvez contribuer à préserver l'environnement en rapportant les piles usées dans un point de collection et recyclage le plus proche.

Pour plus d'informations sur le recyclage des accumulateurs, téléphonez le numéro gratuit 1-800-822-8837 (Etats-Unis et Canada uniquement), ou visitez http://www.rbrc.org/.

Avertissment: Ne pas utiliser des accumulateurs aux ions de lithium qui sont endommagées ou qui fuient.

⚠ **Do not handle damaged or leaking lithium ion batteries.**

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

The battery pack used in this device may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 140°F (60°C) or incinerate. Dispose of used battery promptly. Keep away from children.

Ne pas utiliser des batteries au lithium ionisé qui sont endommagées ou qui fuient.

Une batterie non conforme présente un danger d'explosion. La remplacer seulement par une batterie identique ou de type équivalent recommandé par le fabricant. Évacuer les batteries usées selon les directives du fabricant.

La manutention incorrecte du module de batterie de cet appareil présente un risque d'incendie ou de brûlures chimiques. Ne pas démonter, incinérer ou exposer à une température de plus de 60°C. Évacuer promptement la batterie usée. Garder hors de portée des enfants.

INDUSTRY CANADA NOTICE

NOTICE: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.2. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

AVIS DE L'INDUSTRIE CANADA

REMARQUE: Cet équipement est conforme aux Spécifications Techniques des Équipements Terminaux d'Industrie Canada en vigueur.

Le Nombre Équivalent de Sonneries (REN) de cet équipement terminal est 0,2. Le REN attribué à chaque équipement terminal indique le nombre maximum de terminaux que l'on peut connecter à une interface téléphonique. Il est possible de raccorder à une interface plusieurs combinaisons d'appareils, mais la somme des Nombres Équivalents de Sonneries de tous ces appareils ne doit pas dépasser cinq.

Setting Up

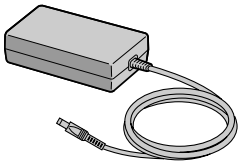
Congratulations on your purchase of the Sony VAIO® computer. Sony has combined leading-edge technology in audio, video, computing, and communications to provide state-of-the-art personal computing.

- ❑ Unpacking Your Computer
- ❑ Applying Ergonomics
- ❑ Locating Controls and Ports

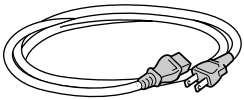
Unpacking Your Computer

Main Unit

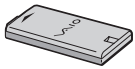
AC Adapter



Power Cord



Rechargeable Battery



Documents

- **VAIO® Computer User Guide** — A searchable on-screen help file that contains detailed information on how to use your new computer. See “Locating Your VAIO Computer User Guide” on page 28 for more information.
- **VAIO® Computer Quick Start** — Contains information on unpacking and setting up your computer for immediate use.
- **VAIO® Computer Specifications** — An on-screen file that details the hardware specifications and lists the installed programs on your computer. See “Locating Your VAIO Computer User Guide” on page 28 for more information.
- **Microsoft® Windows® guide** — Explains how to use the basic features of the Microsoft® Windows® operating system installed on your computer.

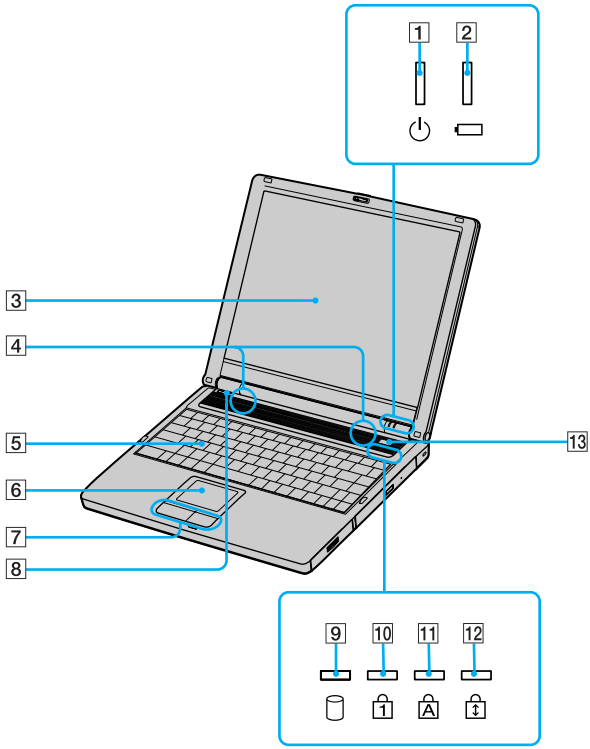
Applying Ergonomics

Your computer is a portable device and can be used in a variety of environments. Whenever possible, you should apply the following ergonomic considerations:

- **Position of your computer —** Place the computer directly in front of you as you work. Keep your forearms horizontal, with your wrists in a neutral, comfortable position while using the keyboard, touch pad, or external mouse. Let your upper arms hang naturally at your sides. Take breaks during sessions with your computer. Excessive use of the computer may strain muscles or tendons.
- **Furniture and posture —** Sit in a chair with good back support and armrests. Adjust the level of the chair so your feet are flat on the floor. A footrest may make you more comfortable. Sit in a relaxed, upright posture and avoid slouching forward or leaning far backward.
- **Viewing angle of the computer's display —** Tilt the display to find the best viewing angle. Also try adjusting the brightness setting of the display. Following these suggestions can reduce eye strain and muscle fatigue.
- **Lighting —** Choose a location where windows and lights do not create glare or reflection on the display. Use indirect lighting to avoid bright spots on the display. You can purchase accessories for your display that help reduce glare. Proper lighting adds to your comfort and work effectiveness.
- **Placement of an external display —** When using an external display, set the display at a comfortable viewing distance. Make sure the display screen is at eye level or slightly lower when you are sitting in front of the monitor.

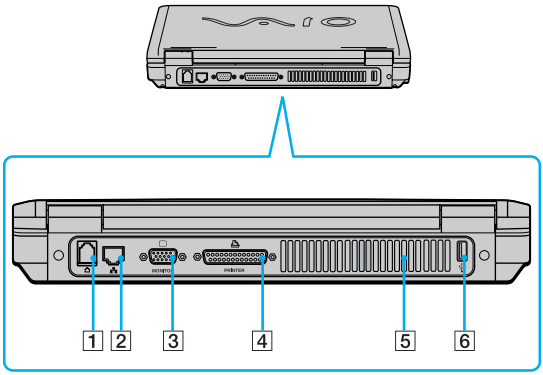
Locating Controls and Ports

Front



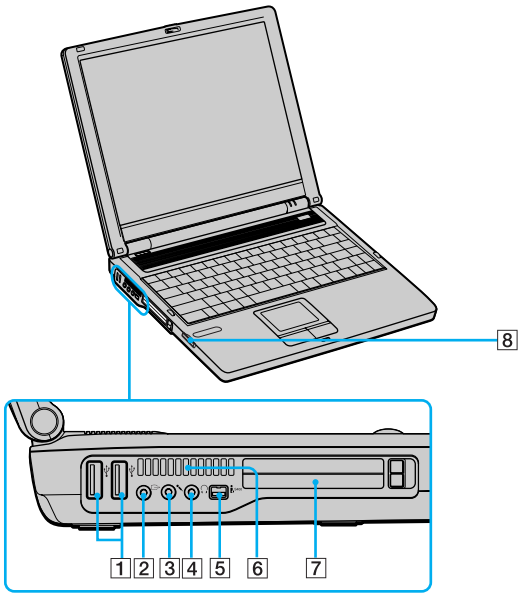
1	Power indicator	**8**	Left and right buttons
2	Battery indicator	**9**	Touch pad
3	Power button	**10**	Memory Stick® media indicator
4	Scroll lock indicator	**11**	Keyboard
5	Caps lock indicator	**12**	Model name
6	Num lock indicator	**13**	Speakers
7	Hard disk drive indicator	**14**	Computer screen (LCD)

Back



1	Modem jack	**4**	Parallel (printer) port
2	Network (Ethernet) port	**5**	Air vent
3	Monitor (VGA) port	**6**	USB 2.0 ports (high-/full-/low-speed supported)

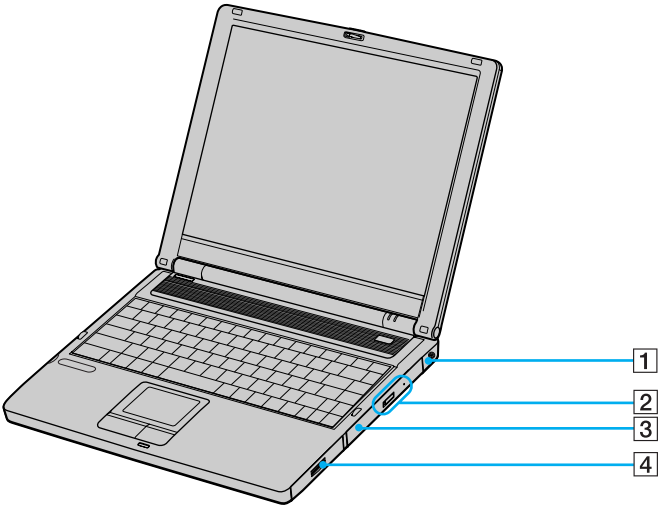
Left



1	2 USB 2.0 ports (high-/full-/low-speed supported)	**5**	i.LINK® (IEEE 1394) S400 port
2	A/V OUT jack	**6**	Air vent
3	Microphone jack	**7**	PC Card slots
4	Headphone jack	**8**	Memory Stick® media slot

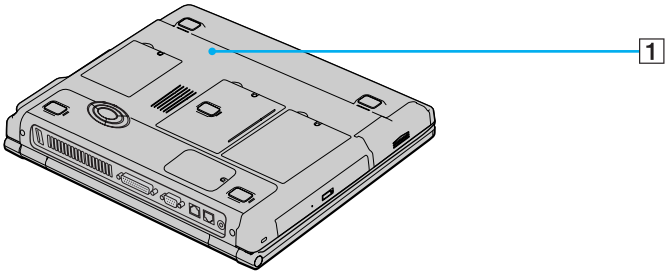
Only connect 10BASE-T or 100BASE-TX cables to the Network (Ethernet) port. Do not connect any other type of network cable or any telephone line to this port. Connecting cables other than those listed above may result in an electric current overload and could cause a malfunction, excessive heat, or fire in the port. To connect the unit to a network, refer to your online VAIO® Computer User Guide or contact your network administrator. See "Locating Your VAIO Computer User Guide" for more information.

Right



1	DC IN port	**3**	Optical drive
2	EJECT button	**4**	Battery bay

Bottom



1	Reset button

Getting Started

This section helps you get your computer running and registered, so you can take advantage of Sony's many support options. You'll also learn how to locate your on-screen VAIO® Computer User Guide, which contains step-by-step instructions for operating your computer.

- ❑ Turning On Your Computer
- ❑ Using the Touch Pad
- ❑ Registering Your Computer
- ❑ Locating Your VAIO Computer User Guide
- ❑ Setting Up A Dial-Up Connection
- ❑ Turning Off Your Computer

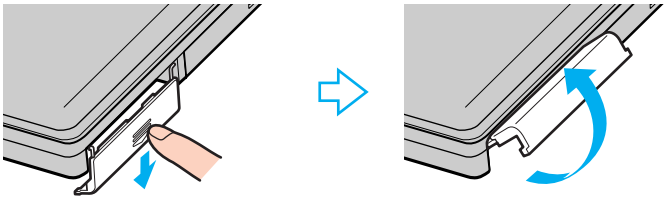
Turning On Your Computer

To use your computer immediately, use the supplied AC adapter as a power source. Your supplied battery is not charged when you unpack it, however, you can begin charging it when you use your AC adapter. See “Powering Your Computer” in your on-screen VAIO® Computer User Guide for more information about using batteries. See also “Locating Your VAIO Computer User Guide” on page 28.

To charge the battery

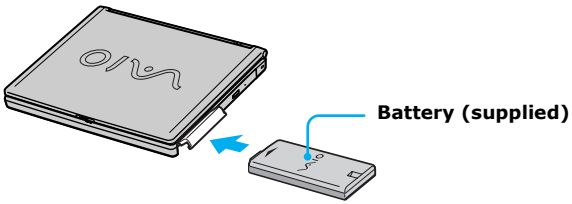
1 Push the battery bay cover down to open it. The battery bay cover swings out but does not detach from the computer.

Opening the Battery Bay



2 Slide the battery (with the logo facing up) into the battery bay. If the computer is on, it automatically detects the battery.

Inserting the Battery



3 Push the battery bay cover up until it clicks into place.

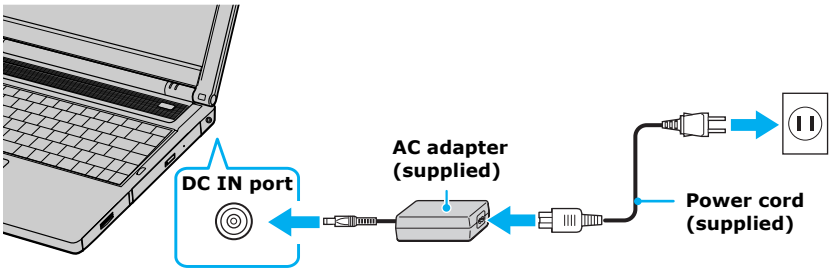
4 Connect the AC adapter to the computer. See “To connect the AC adapter.”

Once you connect the AC adapter to the computer, the battery begins to charge whether the computer is on or off. The battery indicator shows the battery status. The indicator blinks as the battery charges. See “Powering Your Computer” in your on-screen VAIO® Computer User Guide for more information.

To connect the AC adapter

1 Plug the AC adapter cable into the DC IN port.

Connecting the AC Adapter to the Computer



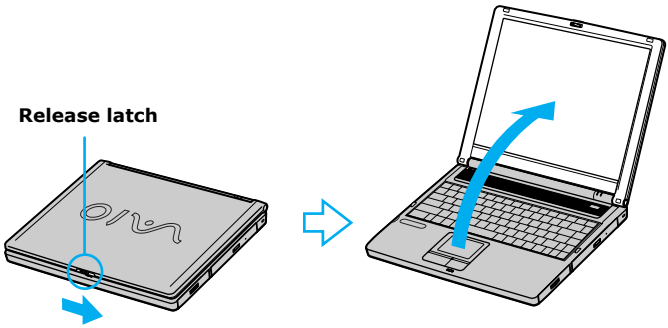
2 Plug the power cord into the AC adapter and an AC outlet.

Use only the supplied AC adapter with your computer.

To open and turn on the computer

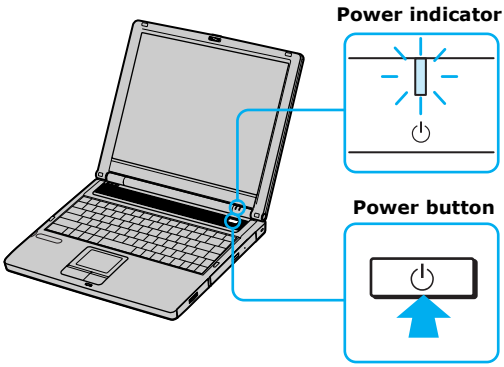
1 Slide the release latch to the right and lift the cover while holding the bottom of the computer firmly.

Opening the Computer



2 Press the power button until the power indicator turns on.

Turning on the Computer



✍ If you hold down the power button, the computer turns off.

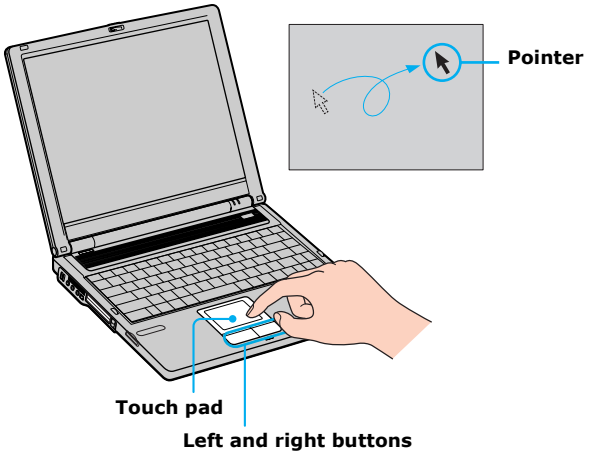
3 To increase brightness of the computer screen, press the **Fn**+**F5** keys, and then press ↑ or →.
To decrease brightness, press the **Fn**+**F5** keys, and then press ↓ or ←.

Using the Touch Pad

The computer contains a pointing device called a touch pad. You can point to, select, drag, and scroll objects on the screen using the built-in touch pad.

Describing the touch pad

Locating the Touch Pad



Touch Pad Action	Description
Sliding one finger	Equivalent to using a mouse to place the pointer on an item.
Tapping once	Equivalent to pressing the left button once.
Tapping twice	Equivalent to pressing the left button twice.

Touch Pad Action	Description
Sliding one finger while pressing the left button	Equivalent to using the mouse to drag an item.
Moving your finger along the right edge of the touch pad	Equivalent to scrolling vertically. (The scroll function is available only with programs that support a touch pad scroll feature.)
Moving your finger along the bottom to scroll horizontally	Equivalent to scrolling horizontally. (The scroll function is available only with programs that support a touch pad scroll feature.)

Registering Your Computer

✍ You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your computer:

- ❑ Sony Customer Support — Talk to a support representative to troubleshoot problems you may have with your computer.
- ❑ Limited Warranty Extension — Protect your investment. See the Warranty Card for more details.
- ❑ Product Information Notification — By giving Sony your contact information, you will enable Sony to reach you regarding performance updates and upgrades.

Locating Your VAIO Computer User Guide

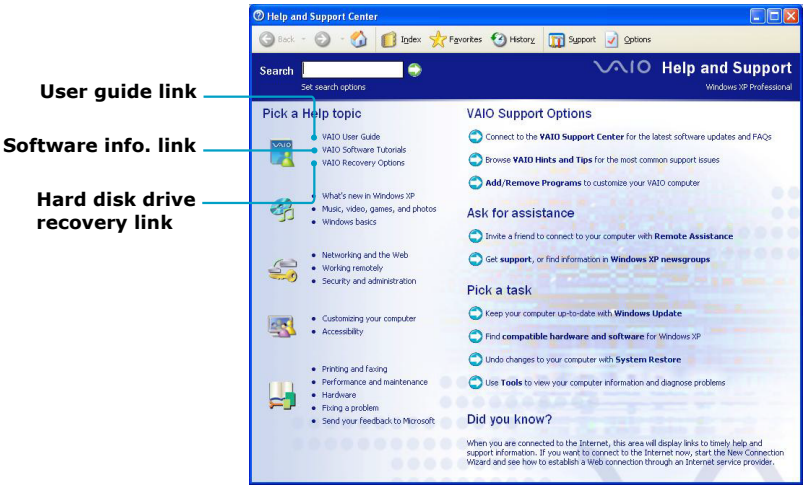
The on-screen VAIO® Computer User Guide is a searchable help file that contains detailed information on how to use your new computer. Some of the topics in your on-screen VAIO® Computer User Guide include the following:

- Batteries
- Internet and Networking
- CDs and DVDs
- Printing
- Features
- Mice and Keyboards
- PC Cards and Floppy Disks
- Optical Drives
- Port Replicators (if applicable)
- Audio/Video
- Memory

To open the user guide

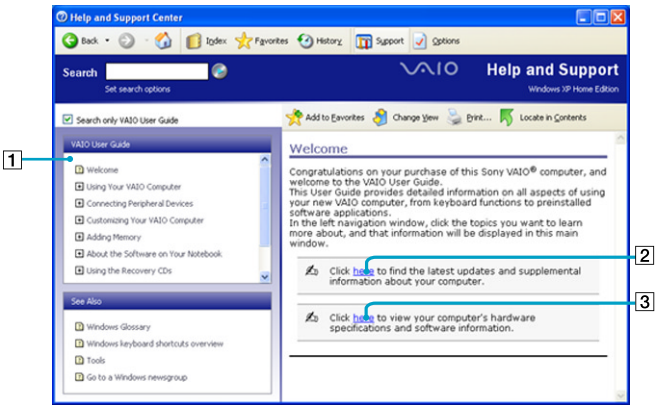
1 Click **Start** on the Windows® taskbar, and then click **Help and Support**. The **Help and Support Center** window appears, displaying information about your VAIO® computer and Microsoft® Windows® operating system.

Locating the VAIO User Guide


User guide link
Software info. link
Hard disk drive recovery link
Help and Support Center
Index
Favorites
History
Support
Options
Search
Set search options
VAIO Help and Support
Windows XP Professional
Pick a Help topic
VAIO User Guide
VAIO Software Tutorials
VAIO Recovery Options
What's new in Windows XP
Music, video, games, and photos
Windows basics
Networking and the Web
Working remotely
Security and administration
Customizing your computer
Accessibility
Printing and faxing
Performance and maintenance
Hardware
Fixing a problem
Send your feedback to Microsoft
VAIO Support Options
Connect to the VAIO Support Center for the latest software updates and FAQs
Browse VAIO Hints and Tips for the most common support issues
Add/Remove Programs to customize your VAIO computer
Ask for assistance
Invite a friend to connect to your computer with Remote Assistance
Get support, or find information in Windows XP newsgroups
Pick a task
Keep your computer up-to-date with Windows Update
Find compatible hardware and software for Windows XP
Undo changes to your computer with System Restore
Use Tools to view your computer information and diagnose problems
Did you know?
When you are connected to the Internet, this area will display links to timely help and support information. If you want to connect to the Internet now, start the New Connection Wizard and see how to establish a Web connection through an Internet service provider.

2 Click **VAIO User Guide** in the **Pick a Help topic** column. A second **Help and Support Center** window appears, which offers information about your computer.

VAIO User Guide Window


Help and Support Center
Back
Index
Favorites
History
Support
Options
Search
Set search options
VAIO
Help and Support
Windows XP Home Edition
Search only VAIO User Guide
Add to Favorites
Change View
Print...
Locate in Contents
VAIO User Guide
Welcome
Using Your VAIO Computer
Connecting Peripheral Devices
Customizing Your VAIO Computer
Adding Memory
About the Software on Your Notebook
Using the Recovery CDs
See Also
Windows Glossary
Windows keyboard shortcuts overview
Tools
Go to a Windows newsgroup
Welcome
Congratulations on your purchase of this Sony VAIO® computer, and welcome to the VAIO User Guide.
This User Guide provides detailed information on all aspects of using your new VAIO computer, from keyboard functions to preinstalled software applications.
In the left navigation window, click the topics you want to learn more about, and that information will be displayed in this main window.
Click here to find the latest updates and supplemental information about your computer.
Click here to view your computer's hardware specifications and software information.
1
2
3

1	User guide table of contents	List of computer help topics
2	Link to the Electronic Flyer	List of updates and supplemental information
3	Link to the VAIO Computer Specifications	List of specifications and programs.

Setting Up A Dial-Up Connection

This section describes the basic steps for setting up your dial-up connection. The Connection Wizard guides you through the process of choosing an Internet Service Provider (ISP) or setting up an existing account, and connecting to the Internet.

To set up a dial-up connection

1 Connect a telephone cable to your computer. See "Setting up a dial-up Internet connection" in the Internet and Network Connections chapter of your on-screen VAIO® Computer User Guide.

2 Click **Start**, point to **All Programs**, **Accessories**, **Communications**, and then click **New Connection Wizard**. The **New Connection Wizard** appears.

New Connection Wizard

New Connection Wizard
Welcome to the New Connection Wizard
This wizard helps you:
• Connect to the Internet.
• Connect to a private network, such as your workplace network.
• Set up a home or small office network.
To continue, click Next.
< Back
Next >
Cancel

3 Click **Next**.

4 If it is not already selected, click to select **Connect to the Internet**, and click **Next**.

5 Follow the on-screen instructions.

Turning Off Your Computer

Using the power button to turn off your computer may result in loss of data. Follow the steps below to properly turn off your computer and avoid losing data.

To turn off your computer

1 Close all operations.

2 Click **Start** on the Windows® taskbar.

3 Click **Turn Off Computer** at the bottom of the **Start** menu to display the **Turn off computer** window, and select **Turn Off**.

✍ Respond to any prompts warning you to save documents.

4 Wait for your computer to turn off automatically. The computer is off when the power indicator turns off.

✍ If you are still unable to turn off the computer, press and hold the power button until the power indicator turns off. This operation may result in data loss.

Expanding Your Computing Power

This section helps you get started upgrading computer memory and locating information about preinstalled programs.

- ❑ Upgrading Memory
- ❑ Locating Preinstalled Programs

Upgrading Memory

Depending on the configuration you purchased, your computer may accept additional memory modules. For information about installation procedures, refer to the on-screen VAIO® Computer User Guide and print those relevant steps. See "Locating Your VAIO Computer User Guide" on page 28.

The on-screen specifications supplied with your computer list the amount of installed memory and required memory modules for upgrades.

Locating Preinstalled Programs

Your computer comes with a variety of preinstalled audio/video programs. The following sources offer a list of preinstalled programs, descriptions, and information:

- **VAIO® Computer User Guide** — The Preinstalled Programs chapter of your on-screen VAIO® Computer User Guide contains a list of programs, descriptions, and support information. See "Locating Your VAIO Computer User Guide" on page 28 for more information.
- **VAIO® Computer Specifications** — The on-screen file details your computer's hardware specifications and lists preinstalled programs, descriptions, and support information. See "Locating Your VAIO Computer User Guide" on page 28 for more information.
- **All Programs** — The All Programs menu, which you can access from the Start menu, contains a list of all the preinstalled programs on your computer.

Caring for Your Computer

This section provides information on how to safely use your Sony computer.

- Storing Your Computer
- Using Cables and Connections
- Cleaning Your Computer
- Handling the LCD Screen

Storing Your Computer

- Do not use or store your computer in a location subject to:
  - Heat sources, such as radiators or air ducts
  - Direct sunlight
  - Excessive dust
  - Moisture or rain
  - Mechanical vibration or shock
  - Strong magnets or speakers that are not magnetically shielded
  - Ambient temperature higher than 95ºF (35ºC) or less than 40ºF (5ºC)
  - High humidity
- Do not place electronic equipment near your computer. When running, the computer's electromagnetic field may cause other electronic equipment in close proximity to malfunction.
- Provide adequate air circulation to prevent internal heat buildup. Do not place your computer on porous surfaces such as rugs or blankets, or near materials such as curtains or draperies that may block ventilation. Leave a space of at least 8 inches (20 cm) behind the back of the computer.
- If the computer is brought directly from a cold location to a warm one, moisture may condense inside your computer. In this case, allow at least one hour before turning on your computer. If any problems occur, unplug your computer, and contact your Sony Service Center.
- The computer uses high-frequency radio signals and may interfere with radio or TV reception. Should this occur, move the computer a suitable distance away from the radio or TV.
- Do not drop the computer or place heavy objects on top of the computer.

Using Cables and Connections

- Use only specified peripheral equipment and interface cables.
- Do not use cut or damaged connection cables.
- If the telephone company makes a service call to your home or office and determines that your computer is responsible for a problem, the telephone company may bill you for the service call. Also, if you do not disconnect your computer when it is adversely affecting a telephone line, the telephone

company has the right to disconnect your service until you correct the problem.

Cleaning Your Computer

- Clean the computer with a soft, dry cloth or a soft cloth lightly moistened with a mild detergent solution. Do not use any type of abrasive pad, scouring powder, or solvent such as alcohol or benzine, as these may damage the finish of your computer. You can use canned compressed air specifically for computers to remove dust.
- If a solid object falls onto the computer or a liquid leaks into the computer, immediately turn off and unplug the computer. It is best to have the computer checked by qualified personnel before you use it again.
- Avoid rubbing the LCD screen as this can damage the screen. Use a soft, dry cloth to wipe the LCD screen or canned compressed air.
- Always disconnect the power cord before cleaning the computer.

Handling the LCD Screen

- Direct sunlight can damage the LCD. Be careful when using the computer near a window.
- Do not scratch the LCD or exert pressure on it. This can cause a malfunction.
- Using the computer in low temperature conditions may produce a residual image on the screen. This is not a malfunction. When the computer returns to normal temperature, the screen returns to normal.
- The screen becomes warm during operation. This is normal and does not indicate a malfunction.
- The LCD is manufactured using high-precision technology. You may, however, see tiny black points and/or bright points (red, blue, or green) that continuously appear on the LCD. This is a normal result of the manufacturing process and does not indicate a malfunction.

VAIO Recovery Options

(For Windows® XP models only) The VAIO® Recovery Wizard enables you to recover preinstalled software programs and the operating system on your computer. You can also use this utility to create a Recovery Media Kit. The Recovery Media Kit enables you to reclaim hard drive space and return your computer to normal operation.

✍ This program repairs or replaces software. For any hardware problems, contact a Sony authorized repair facility.

- *About Recovery Options*
- *About the Recovery Media Kit*
- *Using the VAIO Recovery Wizard*

About Recovery Options

You have several options when recovering software or your computer's operating system.

> ⚠ **When you recover drive C, drive D, or perform a complete recovery, the VAIO Recovery Wizard deletes and replaces all the files on the selected drives.**
>
> **Sony recommends backing up your personal data to storage media or to another computer before proceeding with system recovery.**

Accessing the VAIO Recovery Wizard

You can start the VAIO Recovery Wizard utility from the Microsoft® Windows® XP Start menu, from the Recovery Media Kit, or from using the F10 key[1] on notebook computers. Depending on how you access the VAIO Recovery Wizard, you have different system and software recovery options.

System and software recovery options

- **Create the Recovery Media Kit**

  You can create a Recovery Media Kit, consisting of CDs and DVDs, which enable you to recover your computer at a later date if the software stops working properly. You can start the VAIO Recovery Wizard from the Windows XP Start menu, and create a Recovery Media Kit.

- **Windows® System Restore**

  Return your computer's operating system to a previous working state by performing a System Restore. You can access this recovery option by starting the VAIO Recovery Wizard, or by using the Windows XP System Restore Wizard.

- **Recover drive C**

  Returns the drive C to its original factory-installed settings. All previous data and settings on drive C are deleted. You can preserve data on other partitions, such as drive D. To recover drive C, access the VAIO Recovery Wizard from the Windows XP Start menu, the Recovery Media Kit, or by using the F10 key on notebook computers.

- **Recover drives C and D**

  Return drives C and D to their original factory-installed settings. With this

1 This feature is available for VAIO® notebook computers only.

option, you lose all data and settings on both drives. To recover drives C and D, start the VAIO Recovery Wizard from the Windows XP Start menu, the Recovery Media Kit, or by using the F10 key on notebook computers.

✍ Recovering drives C and D with the Recovery Media Kit is the only way to restore the hidden recovery drive.

- **Recover software programs**

  Recover specific factory-installed software. To recover the original software programs, start the VAIO Recovery Wizard from the Windows XP Start menu or from the Recovery Media Kit. You can access this option by using **Disc 1** from your Recovery Media Kit.

- **Perform a complete hard disk drive recovery**

  Completely recover your computer's hard disk drive. This option recovers drives C and D, and the hidden recovery drive. To perform a complete hard disk drive recovery, start the VAIO Recovery Wizard from your Recovery Media Kit.

About the Recovery Media Kit

The Recovery Media Kit is created using your own CDs and/or DVDs. You can create the Recovery Media Kit, or purchase it from Sony.

Recovery Media Kit overview

Confirm that you have sufficient CD and/or DVD recordable media available before you begin creating the Recovery Media Kit. You should also have a permanent marking pen ready, to label each CD and/or DVD media.You can create your kit using a single type of media or by combining media types, as follows:

- One recordable CD (CD-R) and up to two recordable DVDs (DVD-R or DVD+R)

  (Your VAIO® computer must be equipped with a DVD-RW[1] or DVD±RW drive.)

- Up to 12 recordable CDs (CD-R)

  (Your VAIO computer must be equipped with a CD-RW drive.)

Before you begin creating the Recovery Media Kit, prepare your computer for the process, as follows:

- Close all open programs.
- Disconnect all network connections.
- Disconnect all peripheral devices.
- Do not interrupt the power.
- Disable any virus protection software.
- Disable your screen saver.

Creating the Recovery Media Kit

The Recovery Media Kit can be used to start the VAIO Recovery Wizard, in the event your system is unable to start normally. You can reclaim the portion of your hard drive that is allocated to system recovery using the Recovery Media Kit.

1 A DVD-RW drive supports DVD-R media only.

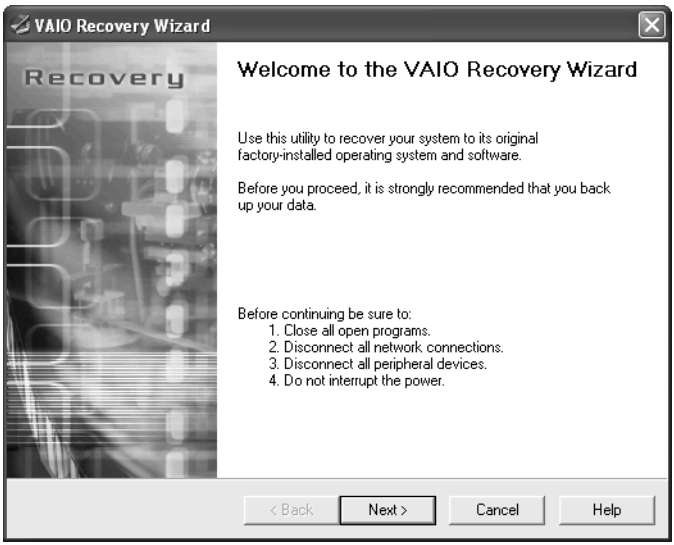
To create the Recovery Media Kit

1 Click **Start** in the Windows® taskbar, point to **All Programs**, and then click the **VAIO® Recovery Wizard**.

The VAIO Recovery Wizard appears.

✍ You can start the VAIO Recovery Wizard by double-clicking the VAIO Recovery Wizard icon in the Windows taskbar notification area.

The VAIO Recovery Wizard


VAIO Recovery Wizard
Recovery
Welcome to the VAIO Recovery Wizard
Use this utility to recover your system to its original factory-installed operating system and software.
Before you proceed, it is strongly recommended that you back up your data.
Before continuing be sure to:
1. Close all open programs.
2. Disconnect all network connections.
3. Disconnect all peripheral devices.
4. Do not interrupt the power.
< Back
Next >
Cancel
Help

2 Read the on-screen information. Click **Next**.

3 Select **Create Recovery Media Kit (Strongly Recommended)**, and click **Next**.

VAIO Recovery Wizard — Selecting Create Recovery Media Kit

VAIO Recovery Wizard
Media and Recovery Options
Create Recovery Media Kit (Strongly Recommended)
Create a Recovery Media Kit (CDs and DVDs) to restore your operating system and preinstalled software applications in the event that your system becomes unstable or corrupted.* Creating a Recovery Media Kit enables you to reclaim hard drive space (used by the recovery partition).
Proceed with System Recovery
Recover applications, return your computer to previous states, recover your C drive, recover your operating system. Most options in this category require your computer to restart.
* You can also purchase a Recovery Media Kit. Consult your User Guide and Quick Start for more information.
< Back
Next >
Cancel
Help

4 Select the Recovery Media Kit that you want to create.

You can create your kit using a single type of media or by combining media types, as follows:

- One recordable CD (CD-R) and up to two recordable DVDs (DVD-R or DVD+R)

  (Your VAIO® computer must be equipped with a DVD-RW[1] or DVD±RW drive.)
- Up to 12 recordable CDs (CD-R)

  (Your VAIO computer must be equipped with a CD-RW drive.)

5 Click **Next**. Your computer's optical drive tray opens automatically.

6 Insert a blank disc into the drive and close the drive. Click **Next**.

The CD creation process begins. A window with a progress bar appears.

1 A DVD-RW drive supports DVD-R media only.

✍ The time required to create each CD or DVD may vary, depending on your optical drive's recording speed.

7 When prompted, eject the disc. Label the top of the disc with a permanent marker according to the on-screen instructions.

8 Repeat steps step 6 through step 7 for each CD or DVD.

9 When the text, **The Recovery Media Kit is complete** appears, click **OK**.

10 Click **Finish**. Store the Recovery Media Kit in a safe location.

To order the Recovery Media Kit

1 Go to the Sony Direct Accessories and Parts Center Web site at http://servicesales.sel.sony.com.

2 Enter your computer's model number (for example, PCV-XXX), and click **List Parts and accessories**.

3 Follow the online instructions to order the Recovery Media Kit.

✍ If you are not able to access the Sony Direct Accessories and Parts Center Web site, contact a customer service representative at 1-800-488-7669.

Using the VAIO Recovery Wizard

The VAIO® Recovery Wizard provides recovery options for your computer. You can access this tool from Windows® XP Start menu, your Recovery Media Kit, or by pressing the F10 key[1] on your notebook computer.

Starting the VAIO Recovery Wizard

To access the VAIO Recovery Wizard from Windows XP

1 Click **Start** in the Windows® taskbar, point to **All Programs**, and click **VAIO Recovery Wizard**.

✍ Using the VAIO Recovery Wizard may require you to restart your computer, even if you cancel and exit the wizard.

2 From the **Welcome** window, click **Next**.

3 Choose one of the available menu options.

To access the VAIO Recovery Wizard from the Recovery Media Kit

1 Press the power switch on the computer to turn on the power.

2 Open the optical drive, and place the **Startup Recovery Disc** in the optical drive.

3 Close the drive.

4 Turn off your computer.

5 Wait for approximately 30 seconds, and then turn on the computer.

6 When prompted, insert the **Recovery Disk 1** into the optical drive, and then click **OK**.

The VAIO Recovery Wizard appears.

7 Click **Next**.

8 Choose one of the available menu options.

1 This feature is available for VAIO® notebook computers only.

To start the VAIO Recovery Wizard using the F10 Key (for notebook computers only)

1. Turn off your notebook computer.
2. Press the power switch on the computer to turn on the power.
3. When you see the VAIO logo appear on the computer's screen, briefly press the **F10** key.
4. Click **Next**.
5. Choose one of the available menu options.

Using the VAIO Recovery Wizard

To use Windows System Restore from the VAIO Recovery Wizard

1. Start the VAIO® Recovery Wizard, and click **Next**.
2. Select **Proceed with System Recovery**, and click **Next**.
3. Select **Windows® System Restore**, and click **Next**.
4. Follow the on-screen instructions.

VAIO Recovery Wizard — Selecting Windows System Restore

VAIO Recovery Wizard
Recovery Options
Windows System Restore
This option uses Windows System Restore to restore your system to an earlier time.
C Drive Recovery
This option restores your C drive to its original factory-installed state. All the files and programs on your C drive are deleted. The original applications and operating system are recovered. Hard drive partition sizes remain unchanged. Your D drive remains unaffected. This option required a restart upon completion.
Custom Recovery (for Advanced Users)
Changes partition sizes, recovers preinstalled programs (applications), and recovers the entire system.
< Back
Next >
Cancel
Help

To recover drive C

1 Start the VAIO Recovery Wizard, and click **Next**.

2 Select **Proceed with System Recovery**, and click **Next**.

If using the Recovery Media Kit, skip this step.

3 Select **C Drive Recovery**, and click **Next**.

VAIO Recovery Wizard — Selecting C Drive Recovery

VAIO Recovery Wizard
Recovery Options
Windows System Restore
This option uses Windows System Restore to restore your system to an earlier time.
C Drive Recovery
This option restores your C drive to its original factory-installed state. All the files and programs on your C drive are deleted. The original applications and operating system are recovered. Hard drive partition sizes remain unchanged. Your D drive remains unaffected. This option required a restart upon completion.
Custom Recovery (for Advanced Users)
Changes partition sizes, recovers preinstalled programs (applications), and recovers the entire system.
< Back
Next >
Cancel
Help

4 Read the on-screen information. Click **Next**.

5 The wizard begins the drive C recovery. When it is finished, click **Next**.

6 Click **Finish**. Your computer restarts.

To recover drives C and D (and reclaim all space on the hard disk drive)

1 Start the VAIO® Recovery Wizard, and click **Next**.

2 Select **Proceed with System Recovery**, and click **Next**.

(If you are using the Recovery Media Kit, skip step 2.)

3 Select **Custom Recovery (for Advanced Users)**, and click **Next**.

4 Select **C and D Drive Recovery**, and click **Next**.

If you are using the Recovery Media Kit, you have two choices for this recovery option:

- **Keep the Recovery Drive (Recommended)**

- ❑ **Remove the Recovery Drive**.

VAIO Recovery Wizard — Selecting the C and D Drive Recovery option

VAIO Recovery Wizard
Custom Recovery Options
C and D Drive Recovery
This option restores your C and D drives to their original factory -installed states. All the files and programs on your C and D drives are deleted. The original programs and operating system are recovered. This option requires a restart upon completion.
Application Recovery
Recovers factory installed software. This option requires a restart upon completion.
Complete Recovery
This option is only available through the Recovery Media Kit.
This option restores your complete system to its original factory-installed state. All the files and programs on your computer are deleted. The original programs and operating system are recovered. Hard drive partition sizes get reset to their factory defaults. This option requires a restart upon completion.
< Back
Next >
Cancel
Help

5 Choose the size of drive C. Any remaining disk space is allocated to drive D (minus the space allocated for the recovery drive). Click **Next**.

✍ Computers that come equipped with Giga Pocket software do not allow you to set the drive D to zero.

6 The wizard starts implementing recovery. When it is finished, click **Next**.

7 Click **Finish**, and the computer restarts.

To recover software applications

1 Start the VAIO® Recovery Wizard, and click **Next**.

2 Select **Proceed with System Recovery**, and click **Next**.

If using the Recovery Media Kit, skip this step.

3 Select **Custom Recovery (for Advanced Users)**, and click **Next**.

✍ If you select the Application Recovery option, you cannot return to the system recovery portion of the VAIO® Recovery Wizard without restarting your computer.

4 Select **Application Recovery**, and click **Next**.

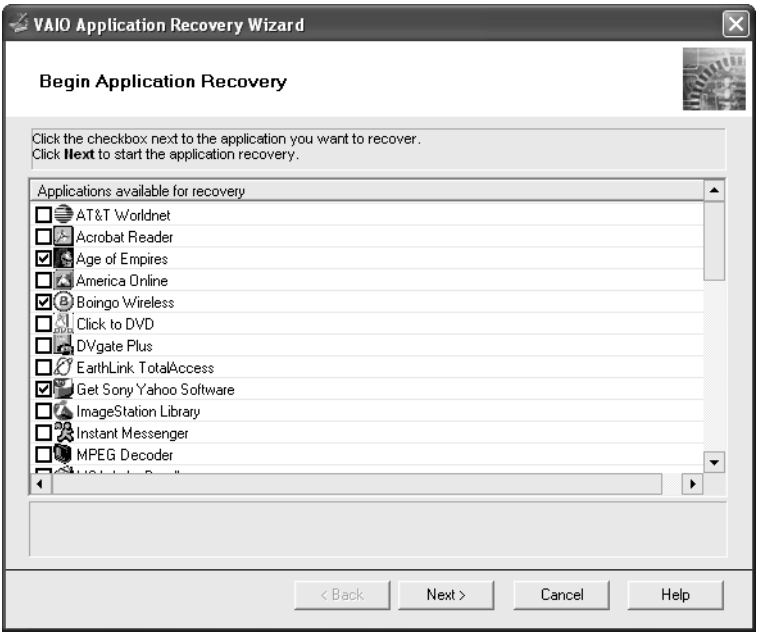
VAIO Recovery Wizard — Selecting Application Recovery

VAIO Recovery Wizard
Custom Recovery Options
C and D Drive Recovery
This option restores your C and D drives to their original factory -installed states. All the files and programs on your C and D drives are deleted. The original programs and operating system are recovered. This option requires a restart upon completion.
Application Recovery
Recovers factory installed software. This option requires a restart upon completion.
Complete Recovery
This option is only available through the Recovery Media Kit.
This option restores your complete system to its original factory-installed state. All the files and programs on your computer are deleted. The original programs and operating system are recovered. Hard drive partition sizes get reset to their factory defaults. This option requires a restart upon completion.
< Back
Next >
Cancel
Help

5 Click to select the check box for each software program you want to recover. Click **Next**.

You may need to use the scrollbar to view all available software programs.

VAIO Recovery Wizard — Selecting applications



6 As your computer prepares to install each application, a status indicator appears. You may see installation wizards, messages, and prompts. Follow the instructions provided in each wizard, and respond to each prompt or message.

When the selected software has been recovered, the **Application Recovery Complete** window appears.

7 If you want to recover additional software, click **Back**. The **Application Recovery** window appears with a listing of the available software titles.

8 Click **Finish**. Your computer restarts.

✍ If the recovered software does not function properly or you see an installation error message, try recovering the software again.

To perform a complete hard disk drive recovery

You must use the Recovery Media Kit to perform a complete hard disk drive recovery.

1. Press the power switch on the computer to turn on the power.
2. Open the optical drive, and place the **Startup Recovery Disc** in the optical drive.
3. Close the drive.
4. Turn off your computer.
5. Wait for approximately 30 seconds, and then turn on the computer.
6. When prompted, insert the **Recovery Disk 1** into the optical drive, and then click **OK**.

   The VAIO Recovery Wizard appears.
7. Click **Next**.
8. Select **Custom Recovery (for Advanced Users)**, and click **Next**.
9. Select **Complete Recovery**, and click **Next**.
10. You may see installation wizards, messages, and prompts. Follow the instructions provided in each wizard, and respond to each prompt or message. Your computer may restart.
11. When the optical drive ejects, remove the disc. Close the drive, and click **Next**. Your computer may restart several times.

Additional Information

- Certain software, such as DVgate™ Plus software, automatically saves data to drive D. If you choose not to have a drive D partition, you must change the software settings to enable file saving to drive C.
- Resizing your hard disk drive partitions with third-party software programs can result in the loss of the VAIO® Recovery Wizard.
- Giga Pocket™ software requires a drive D in order to operate. For VAIO® computers with Giga Pocket software preinstalled, you cannot set the drive D size to zero.

Troubleshooting

This section describes how to solve some basic problems you may encounter when using your computer. For more troubleshooting topics refer to the VAIO® Computer User Guide. Many problems have simple solutions, so refer to these sources before you contact Sony Computing Support (http://www.sony.com/pcsupport).

- Troubleshooting Your Computer
- Troubleshooting the LCD Screen
- Troubleshooting the Mouse and Touch Pad
- Support Options

Troubleshooting Your Computer

Why doesn't my computer start?

- Make sure the computer is securely plugged into a power source and is on. Make sure the power indicator shows the power is on. See "Turning On Your Computer" on page 22 for more information.
- Make sure the battery is inserted properly and is charged.
- If the computer is connected to an external floppy disk drive, make sure the floppy disk drive is empty.
- If the computer is plugged into a power strip or Uninterruptible Power Supply (UPS), make sure the power strip or UPS is turned on and working.
- If you are using an external display, make sure it is plugged into a power source and turned on. Make sure the brightness and contrast controls are adjusted correctly. See the guide that came with your display for details.
- Remove the AC adapter and battery. Wait one minute. Reattach the AC adapter and reinsert the battery, and turn on the power.
- Condensation may cause the computer to malfunction. If this occurs, do not use the computer for at least one hour.
- If the computer still does not turn on, follow these steps:

  1 Unplug the power cord and remove the battery.

  2 Use a thin, straight object (such as a paper clip) to press the reset button. The reset button is located on the bottom of the computer. See "Locating Controls and Ports" on page 16 for more information.

  3 Reinsert the power cord and the battery.

  4 Turn on the computer.

Why does a BIOS error appear when my computer starts?

If the message "Press <F1> to resume, <F2> to setup" appears at the bottom of the screen, follow these steps:

1 Press **F2**. The **BIOS Setup** menu appears.

2 Set the date (month/day/year). Press **Enter**.

3 Press the **Down Arrow** key ↓ to select **System Time**, and then set the time (hour: minute: second). Press **Enter**.

4 Press the **Right Arrow** key → to select the **Exit** tab, and then press the **Down Arrow** key ↓ to select **Get Default Values**.

5 Press **Enter**. The **Setup Confirmation** window appears.

6 Select **Yes**, and press **Enter**.

7 Select **Exit (Save Changes)**, and press **Enter**. The **Setup Confirmation** window appears again.

8 Select **Yes**, and press **Enter**. The computer restarts.

✍ If this occurs on a regular basis, contact Sony Computing Support (http://www.sony.com/pcsupport).

Why does the message, "Operating system not found" appear when my computer starts, and why won't Windows start?

- ❑ If you have connected an external floppy disk drive to the computer, make sure there is no disk in the floppy disk drive (non-bootable).
- ❑ If a non-bootable floppy disk is in the drive, follow these steps:
  1 Turn off the computer, and remove the floppy disk.
  2 Restart the computer and confirm that the Windows® operating system starts properly.
- ❑ If Windows still does not start, follow these steps to initialize the BIOS:
  1 Remove any floppy disk from the floppy disk drive.
  2 Turn off the computer.
  3 Remove any peripheral devices connected to the computer.
  4 Restart the computer.
  5 Press **F2** when the Sony logo appears. The **BIOS Setup** window appears.
  6 Press the **Right Arrow** key → to select the **Exit** menu.
  7 Press the **Down Arrow** key ↓ to select **Get Default Values**. The message **Load default values for all SETUP items** appears.

8 Press **Enter**. The **Setup Confirmation** window appears.

9 Select **Yes**, and press **Enter**.

10 Select **Exit (Save Changes)**, and press **Enter**. The **Setup Confirmation** window appears again.

11 Select **Yes**, and press **Enter**. The computer restarts.

If your computer continues to display the message "Operating system not found," and Windows does not start, use your supplied System Recovery CDs to restore the programs that shipped with your computer. See "Using the System Recovery CDs" for more information.

The System Recovery utility does not back up your system's data. If you wish to retain your system data, perform a backup to an external media.

Why doesn't my computer respond or turn off?

It is best to turn off your computer using the Turn Off Computer command on the Windows Start menu. Using other methods, including those listed below, may result in loss of unsaved data.

- Click **Start** on the Windows® taskbar, select **Turn Off Computer**, and then click **Turn Off**.
- If your computer does not turn off, press **Ctrl**+**Alt**+**Delete** simultaneously. The **Windows Task Manager** dialog box appears, and you can turn off the computer from the **Shut Down** menu.
- If your computer still does not turn off, press and hold the power button to turn off the computer.
- Unplug the computer from the AC adapter, and remove the battery from your computer.
- If your computer stops responding while playing a CD or DVD, press **Ctrl**+**Alt**+**Delete** simultaneously. The **Windows Task Manager** dialog box appears, and you can turn off the computer from the **Shut Down** menu.

Pressing **Ctrl**+**Alt**+**Delete** simultaneously or turning off the computer with the power button may result in data loss in files that are currently open.

Why won't the power management respond?

Your computer's operating system may become unstable if a lower power state, such as Hibernate, is initiated and changed before the computer completely enters the lower power state.

To restore the computer to its normal operating stability

1. Close all open programs.
2. Restart the computer by pressing **Ctrl**+**Alt**+**Delete** simultaneously. The **Windows Task Manager** dialog box appears, and you can restart the computer from the **Shut Down** menu.
3. If this procedure does not work, press and hold the power button to turn off the computer.

Troubleshooting the LCD Screen

Why did the computer screen (LCD) go blank?

- Your computer screen may go blank if the computer has lost power or has entered a power saving mode (Standby or Hibernate). If the computer is in LCD (Video) Standby mode, press any key to activate the computer screen.
- Make sure the computer is plugged into a power source and is on. The power indicator on the computer will be on if the computer is on.
- If your computer is using battery power, make sure the battery is inserted properly and is charged. See "Turning On Your Computer" on page 22 for more information.
- If the display mode is set to external display, press the **Fn+F7** keys to switch the display.

Troubleshooting the Mouse and Touch Pad

Why doesn't the touch pad work?

- You may have disabled the touch pad without connecting a mouse to the computer.
- Restart the computer to activate the touch pad again.

- If your touch pad is interpreting a single tap as a double-click, adjust the button assignments. Follow these steps:
  1. Press the **Windows** key and the **E** keys. The **My Computer** window appears.
  2. Click the **Tools** menu, and select **Folder Options**. The **Folder Options** dialog box appears with the **General** tab open.
  3. In the **Click items as follows** box, click to select **Single-click to open an item (point to select)**.
  4. Click **Apply**.
- If you are still experiencing problems, make sure another mouse is not installed.

What do I do if the pointer doesn't move when I use the touch pad?

- Try restarting your computer. Follow these steps:
  1. Press the **Windows** key .
  2. Press **U**. The **Turn off computer** window opens.
  3. Press **R** to restart the computer.
- If the computer does not restart,
  1. Press **Ctrl**+**Alt**+**Delete** simultaneously. The **Windows Task Manager** window appears.
  2. Press and release **Alt** to highlight the menu bar, and press the **Right Arrow** key → to select **Shut Down**.
  3. Press **Enter**.
  4. Press **R** to restart the computer.
- If you still cannot restart your computer, press and hold the power button to turn off the computer.
- If the pointer does not move while playing a disc, press **Ctrl**+**Alt**+**Delete** simultaneously to stop playback and restart the computer.

What do I do if the computer doesn't recognize the mouse?

- Make sure the mouse is securely plugged into the port.

- Restart the computer with the mouse connected to the computer.

What do I do if the pointer doesn't move when I use the mouse?

- Make sure another mouse is not installed.
- If you are playing a disc, press the **Ctrl**+**Alt**+**Delete** keys simultaneously to stop playback and restart the computer.
- If you still cannot use the pointer, restart the computer. You can restart the computer three different ways:
  - Press the **Windows** key , and press **U**. When the **Turn Off Computer** window appears, press **R**.
  - Press the **Ctrl**+**Alt**+**Delete** keys simultaneously. When the **Windows Task Manager** window appears, press the **Alt** key to highlight the menu bar, and press the **Right Arrow** key → to select **Shut Down**. Press **Enter**, and then press **R**.
  - Press and hold the power button. When the computer turns off, press the power button again to restart the computer.

Support Options

If you have questions about your computer or the preinstalled programs, refer to the following sources for answers in the sequence listed below.

1 **VAIO® Computer User Guide**
The online VAIO® Computer User Guide and the printed VAIO® Computer Quick Start provide information on how to maximize your computer capabilities and solve common problems.

2 **Software Manuals and Online Help Files**
The software preinstalled on your computer may come with an online manual. These manuals are stored on the hard disk drive as online Help files. You can find the Help files from the Help menu under the specific software application. Some software programs may come with a printed manual.

3 **Operating System Online Support**
Your computer comes preinstalled with Microsoft® Windows®. For operating system support, you can access Microsoft® customer support at: http://support.microsoft.com/directory/.

4 **VAIO Support Agent**
You can find VAIO Support Agent by clicking **Start** and selecting **Help and Support**. Using advanced diagnostic technology, Sony's VAIO Support Agent runs scheduled protections of your programs, network settings, and other important program settings. When your program is protected, you can use VAIO Support Agent to repair program problems by restoring your program to any previously protected state.

5 **Sony Computing Support**
This service provides instant access to information on commonly encountered problems. Type a description of your problem to search the Knowledge Database for corresponding solutions. You can access Sony Computing Support at: http://www.sony.com/pcsupport.

6 **Sony Service Center**
For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972) or find Sony Customer Service on the Web at http://www.sony.com/pcsupport.

Index

A

A/V OUT jack 18
AC adapter 22
    connecting 24
applications
    software programs 50

B

battery
    charging 22
    indicator 16
brightness
    adjusting 25
buttons
    left 16
    power 16
    right 16

C

caps lock 16
complete recovery 53
computer
    cables 36
    care 35
    cleaning 37
    controls and connectors 16
    LCD screen 37
    online support 62
    specifications 14
    specifications (online) 29
    storage 36
    troubleshooting 56
    turning off 31
    turning on 22
    unpacking 14
    updates 29
connecting
    dial-up 30
controls 16
creating
    Recovery Media Kit 43

D

DC IN port 19
dial-up connection 30

E

Electronic Flyer 29
Energy Star 5
Ethernet port 17

F

F10
    recovery 47
faxes
    laws governing 10

H

handling the LCD screen 37
hard disk drive
    indicator 16
hard drive recovery 39
headphone jack 18
help 28, 55

I

i.LINK port 18
indicators
    battery 16

caps lock 16
hard disk drive 16
num lock 16
power 16
scroll lock 16
input devices 9
interference 8
Internet connection 30

J

jacks
A/V OUT 18
headphone 18
microphone 18
modem jack 17

K

keyboard 16

L

LCD
troubleshooting 59
LCD screen
handling 37
locating 16
troubleshooting 59

M

maintenance 37
manual 28
microphone jack 18
model name 16
modem
laws governing 10
modem jack 17
Monitor (VGA) port 17
mouse
troubleshooting 59, 60, 61

N

network connector 17
num lock 16

O

online support 62
online user guide 28
ordering
Recovery Media Kit 45
output devices 9

P

partition
recovery 49
PC Card slots 18
phone
laws governing 10
ports
DC IN 19
i.LINK 18
Parallel (printer) 17
USB 17, 18
VGA (monitor) 17
power
indicator light 16
power button 25
power source 22
Printer (parallel) port 17
programs
locating 34
recovering 50

R

radio interference 8
recovering 50
applications 50
complete system 53
drive C 48
drive C and D 49
recovery partition 49
software programs 50
Windows System Restore 47
Recovery Media Kit 39
CDs 42

creating 43
DVDs 42
ordering 45
recovery partition 49
Recovery Wizard
starting 46
regulatory information 8
reset button 20
S
scroll lock indicator 16
shutting down computer 31
software
locating 34
recovering 50
software programs 50
applications 50
speakers (internal) 16
specifications 14
specifications (online) 29
starting
Recovery Wizard 46
starting computer 22
support
Sony 55
T
technical support 55
telephone line jack 17
touch pad 16
troubleshooting 59
using 26
troubleshooting 56
LCD screen 59
mouse and touch pad 59
turning off computer 31
turning on computer 22
TV
interference 8
U
unpacking the computer 14
updates 29
USB port 17, 18
user guide 28
W
Windows System Restore 47

http://www.sony.com/vaio

Printed in USA
© 2003 Sony Electronics Inc.
4-676-760-01